

***This is only a **preview** of the exam task statements for the Training & Experience Examination. You will be asked to respond to each task statement indicating how your training and experience relate to each. To take the actual exam, please refer back to the bulletin and click the “Click here to go to the Internet exam” link at the bottom of the bulletin.

Training and Experience Evaluation Preview Information Technology Specialist 1

The California civil service selection system is merit-based and eligibility for appointment is established through a formal examination process. This examination consists of a Training and Experience evaluation used to evaluate your education, training and experience relevant to the position.

This Training and Experience evaluation is a scored component accounting for 100% of your rating in the examination process. It is important to complete the questionnaire carefully and accurately. Your responses are subject to verification before appointment to a position.

To answer all the test items (task statements) in this exam, you will be required to choose from among the provided answers, and to enter (type in) specific information about your experience. Work references will also be requested.

Be prepared to give specific information about the length and breadth of your work experience. Also, be prepared to provide specific information about where you received your experience.

Verification of References

Before a hiring decision will be made, your responses will be verified. A hiring manager or personnel staff member will contact the references you have provided to confirm job dates, experiences, duties, achievements, and/or possession of knowledge, skills, and abilities. Failure to provide adequate references AND contact information may significantly limit our ability to make a job offer.

Instructions

Rate your experience performing specific job-related tasks.

Respond to each of the following statements by indicating how the statement applies to you. You are required to respond to every question and provide relevant examples. Also, indicate the references who can verify the information provided.

In responding to each statement, you may refer to your WORK EXPERIENCE, whether paid or volunteer, your EDUCATION, and/or FORMAL TRAINING COURSES you have completed.

PLEASE NOTE: This examination is designed to gain an overall assessment of your education, training, and experience as it directly relates to the duties and the knowledge, skills and abilities required for this position. Possession of specific education is **not** required to be successful in this examination; however, such achievements may substitute for desirable levels of experience. All components of this examination have been carefully validated by tying them directly to job requirements and documenting their relevance to the position.

Tasks for Information Technology Specialist 1:

1. Developing Information Technology training that can be understood by users at all levels (e.g., formal training, how to guides, operating procedures).
2. Recommending information technology hardware and/or software solutions to meet system requirements.
3. Incorporating information security practices and principles throughout the Systems Development Life Cycle.
4. Resolving user/client information technology hardware and/or software issues utilizing an incident management process.
5. Validating system and operational requirements using information technology testing methodologies.
6. Implementing system improvements based on analyzing measures or indicators of information technology system performance.
7. Configuring hardware and/or software operations to ensure optimal functionality.
8. Modifying hardware and/or software operations to ensure optimal functionality.
9. Conducting root cause analysis for resolution of information technology issues (e.g., network, database, server, applications).
10. Testing information technology solutions to ensure they meet the organization's needs.
11. Communicating technical information to non-technical people in clear language to ensure comprehension.
12. Performing research and data gathering to find solutions and solve issues.
13. Interpreting customer requests to meet service needs and resolve problems.
14. Utilizing basic Project Management principles to ensure timely completion of projects/assignments.
15. Analyzing laws, rules, regulations, and policies to ensure compliance.

16. Setting goals and priorities to allow for timely completion of work.
17. Developing alternative solutions to problems by analyzing information and evaluating results to ensure the best possible outcome.